

**YOUR ROLE IN  
BATTLING FOR TOMORROW'S BUSINESS**

# **NORTH CAROLINA CONFERENCE FOR EXCELLENCE**

**OCTOBER 31—NOVEMBER 1, 2006**

**GRANDOVER RESORT AND CONFERENCE CENTER**

**GREENSBORO, NC**

**Hosted by:**

NC State University

Industrial Extension Service

College of Textiles Extension and Applied Research

SAS JMP™

Minitab

Neuse River Networks, Inc.

Dell, Inc.

Piedmont Triad Partnership



**REGISTER TODAY! On-line at [www.ies.ncsu.edu/nccfe](http://www.ies.ncsu.edu/nccfe)**  
**Call 919.515.2261 or Fax 919.515.7614**

# OUT OF CONTROL COSTS. OUTSOURCING. DOWNSIZING. FACILITY CLOSINGS. SPIRALING ENERGY COSTS. RAW MATERIAL PRICE HIKES.

## HOW DO YOU WIN THE BATTLE FOR TOMORROW'S BUSINESS?

The conference's focus on the national business climate will provide excellent insights and a road map for any business, no matter where you are in your continuous improvement journey. Keynote speakers and small group breakout sessions will concentrate on four areas.

- Workforce Development: discover ways to develop our future labor market, recruit and retain your employees
- Management Systems: learn from leaders across different industries, including service organizations, about future management tools and techniques

- Operational Systems: pick up practical tips in hands-on sessions about companies' successes with business tools such as lean, Six Sigma, and other performance excellence initiatives
- Focus on the Customer: listen as world-class companies such as Disney, Carnival Cruise Lines, and Bronson Methodist Hospital discuss their methods and processes for superb customer service

## SCHEDULE AT A GLANCE

### Monday, October 30

1:00–4:00 p.m. Dell, Inc. Winston-Salem Plant Tour

*Registration is limited to 25 conference participants.*

### Tuesday, October 31

7:00–8:00 a.m. Continental breakfast/Conference check-in

8:00–8:30 a.m. Introduction/Kickoff

8:30–9:30 a.m. Keynote: **Battling for Tomorrow's Business**, Dr. Robert K. McMahan, Executive Director and Senior Advisor to the Governor for Science and Technology, NC Board of Science and Technology

9:30–9:45 a.m. Break

9:45–10:45 a.m. Keynote: **Get 'em While They're Hot (Facing the Labor and Skill Shortage)**, Dr. Tony Zeiss, President, Central Piedmont Community College

10:45–11:15 a.m. Networking break

11:15 a.m.–

12:15 p.m. Keynote: **Using Baldrige to Lead Your Organization to Excellence**, Michele Serbenski, Executive Director, Corporate Effectiveness & Customer Satisfaction, Bronson Methodist Hospital

12:15–12:30 p.m. Break

12:30–2:15 p.m. NC Awards for Excellence and NC Shingo Prize Recognition Luncheon. NC Secretary of Commerce Jim Fain will present the awards.

2:15–2:30 p.m. Break

2:30–3:30 p.m. Concurrent breakout sessions

3:30–4:00 p.m. Networking break

4:00–5:00 p.m. Concurrent breakout sessions

5:00–6:00 p.m. Networking opportunity with Dr. Blanton Godfrey and other business leaders

### Wednesday, November 1

7:30–9:00 a.m. Continental breakfast

7:30–8:45 a.m.

Town Hall Meeting with Recipients of NC Awards for Excellence and NC Shingo Prize

8:45–9:00 a.m. Break

9:00–10:00 a.m.

Keynote: **Economic Essentials for Decision Makers**, Dr. John Silvia, Chief Economist, Wachovia Corporation

10:00–10:30 a.m.

Networking break

10:30–11:30 a.m.

Concurrent breakout sessions

11:30–11:45 a.m.

Break

1:45 a.m.–1:15 p.m.

**North Carolina Economic Development Luncheon**

1:15–1:30 p.m.

Break

1:30–2:30 p.m.

Concurrent breakout sessions

2:30–2:45 p.m.

Break

2:45–3:45 p.m.

Keynote: **Quality Service, Disney Style**

3:45–4:00 p.m.

Break

4:00–5:00 p.m.

Learning events

### Thursday, November 2

7:00–8:00 a.m.

Continental breakfast/Post-conference sessions check-in

8:00 a.m.–12:00 p.m. Post-conference sessions

- **The Complete Lean Enterprise—Value Stream Mapping for Administrative and Office Processes**, Beau Keyte, Founder, Branson, Inc.
- **Getting the Right Things Done—A Leader's Guide to Planning and Execution**, Pascal Dennis, Associate, Lean Productivity Systems
- **Ideas are Free: How the Idea Revolution is Liberating People and Transforming Organizations**, Dr. Dean Schroeder, Director of Graduate Studies in Management, Valparaiso University

12:00–1:00 p.m.

Lunch

**Check our website, [www.ies.ncsu.edu/nccfe](http://www.ies.ncsu.edu/nccfe) for frequent updates on additional keynote speakers and breakout session speakers and topics.**

## SCHEDULE AT A GLANCE (CONTINUED)

1:00–4:00 p.m. Post-conference sessions (continued)

### Friday, November 3

7:00 - 8:00 a.m. Continental breakfast

8:00 a.m. -

12:00 p.m. Post-conference session (continued)

- **Getting the Right Things Done—A Leader's Guide to Planning and Execution, Pascal Dennis, Associate, Lean Productivity Systems**

12:00 - 1:00 p.m. Lunch

1:00 - 4:00 p.m. Post-conference sessions (continued)

## UNIQUE PRE-CONFERENCE OPPORTUNITY

### Monday, October 30

2:00–4:00 p.m. Dell, Inc. Winston-Salem Plant Tour

Here's a rare opportunity to see Dell's newest manufacturing facility. Located on 190 acres, this plant is the largest and most technologically advanced facility in the Dell family. The tour will cover all aspects of the manufacturing operation and will take approximately two hours. Wear comfortable walking shoes, and register NOW! Registration is limited to 25 conference participants.

## GOLF AT THE GRANDOVER RESORT

The Grandover Resort includes 36 beautiful golf holes rated 4 ½ stars by *Golf Digest*. We've made arrangements for a limited number of foursomes at a discounted conference rate of \$75/per person. Call the Grandover at 336.323.3838 today to request this discounted conference rate and reserve your spot.



## KEYNOTE SPEAKERS:

*Dr. Robert K. McMahan, Executive Director and Senior Advisor to the Governor for Science and Technology, NC Board of Science and Technology*  
**Battling for Tomorrow's Business**

Dr. McMahan advises the governor and other state policymakers on science and technology issues related to economic development, including developing and justifying legislation related to implementing science and technology related economic development policy and resource allocations. His keynote address, which will kick off the conference, will address how science and technology can help companies win business, today and tomorrow.



*Dr. Tony Zeiss, President, Central Piedmont Community College*

### **Get 'em While They're Hot (Facing the Labor and Skill Shortage)**

As President of Central Piedmont Community College, Dr. Zeiss has helped the college grow from one campus to six. He is a nationally recognized leader in Workforce Development and has authored/co-authored several books on economic development, adult literacy, and workforce development. He will discuss the looming labor and skills shortage and provide practical solutions for recruiting and retaining employees. Many of these solutions will come from his recent books on leadership and the workforce.



*Michele Serbenski, Executive Director, Corporate Effectiveness & Customer Satisfaction, Bronson Methodist Hospital*

### **Using Baldrige to Lead Your Organization to Excellence**

Bronson Methodist Hospital was a 2005 Malcolm Baldrige National Quality Award winner, the only Baldrige healthcare recipient in 2005. Ms. Serbenski, Bronson's Baldrige coordinator, will review the hospital's journey to this prestigious honor. She is a Baldrige examiner herself, and worked closely with the internal teams to prepare the application and assure a comprehensive site visit.



*Dr. John E. Silvia, Chief Economist, Wachovia Corporation*

### **Economic Essentials for Decision Makers**

Dr. Silvia joined Wachovia in February 2002 as Chief Economist for the bank. Previously, he worked on Capitol Hill as Senior Economist for the U.S. Senate Joint Economic Committee and as Chief Economist for the U.S. Senate Banking, Housing and Urban Affairs Committee. His keynote will address the pros and cons of economic growth in the U.S. southeast, incorporating how the legacy of cheap labor has played out and the impacts of globalization.



### **Quality Service, Disney Style**

Listen as a member of the Walt Disney World management team reveals the secrets of superb customer service. You will learn the Quality Service Cycle program, discover a tool for understanding the needs and wants of customers, and see how Disney communicates service themes and standards to their employees. Take these principles home and begin applying them immediately. Disney is the gold standard for customer service, so don't miss this provocative keynote.



# CONCURRENT BREAKOUT

**TUESDAY, OCTOBER 31**

## **Organizational Performance in a Global Economy—The Role for a Business and Community Ecosystem**

*John P. Metcalf, Senior Partner, Strategic Community Planning, Corporation for a Skilled Workforce*

During this session, you will learn how to make workforce development a strategic priority by shifting the value component of the workforce from an expense to an asset, and hear what the business of the future needs to succeed in a global economy. A Senior Partner with the national consulting firm, Corporation for a Skilled Workforce, Mr. Metcalf specializes in organizational effectiveness, strategic planning, and leadership development.

## **Growing Tomorrow's Healthcare Workforce**

*Jeanene R. Martin, Senior Vice President for Human Resources, WakeMed Health & Hospitals*

Ms. Martin will address current and projected healthcare worker shortages, and talk about innovative ways to recruit quality employees, including partnering with current staff and academic institutions. WakeMed has implemented numerous workforce development programs aimed at growing the next generation of staff. With more than 20 years of expertise in both human resources and healthcare, and almost 10 years as WakeMed's top HR executive, Ms. Martin is well qualified to speak on this topic.

## **Leadership for Lean Start-ups**

*Dennis Tarlton, Director of Manufacturing, AGI Schutz*

Learn how AGI Schutz decided to implement its lean enterprise system throughout the entire company. Mr. Tarlton will focus on what it takes to become successful and the culture change required to succeed. A manufacturing executive with extensive experience, Mr. Tarlton has worked with AGI Schutz for seven years.

## **Understanding the Generations**

*Joan Evans, Director of Training and Development, Moses H. Cone Health System*

This presentation will help you understand the impact of four generations that work in today's workforce. Ms. Evans will also address changing demographics and their impact on recruiting and retaining workers, and ways to recruit, retain, and enhance job satisfaction among the four generations. Ms. Evans is responsible for designing and delivering learning opportunities for more than 400 mid- and upper-level managers and executives at Moses Cone. She is also an executive coach and leadership development trainer.

## **Retaining Organizational Wisdom**

*Jim Bossert, Senior Vice President, Bank of America*

Mr. Bossert is an executive at Bank of America in the Quality and Productivity organization. He helped establish the Six Sigma program at the bank four years ago. He has experience in other industries, is a popular conference speaker, and has written numerous articles and books.

## **Ideas are Free: How the Idea Revolution is Liberating People and Transforming Organizations**

*Dr. Dean M. Schroeder, Director of Graduate Studies in Management, Valparaiso University*

Dr. Schroeder will share key lessons learned from doing research for his book, *Ideas are Free: How the Idea Revolution is Liberating People and Transforming Organizations*, (co-authored with Alan Robinson). The authors studied more than 150 companies in 17 countries to identify best practices in idea management, and in this session Dr. Schroeder will share many of those concepts. Dr. Schroeder is a published author, consultant, academician, and is on the Board of Examiners of the Malcolm Baldrige National Quality Award. His book is recognized as one of the thirty top business books of the year.

## **The Excellence Experience™: Creating Customer Successes One Excellent Experience at a Time**

*Jeff Edwards, President and CEO, Alchemists International*

In this session, you will discover why customer satisfaction means nothing, what it feels like to be a customer, and promises to keep. Learn ways to introduce new products, including the development phase, and receive insights on quality management, and business and process excellence. With more than a quarter century of hands-on experience designing, developing and leading high performance enterprises, Mr. Edwards is an expert in organizational transformation and business and performance excellence. He has worked with many Baldrige National Quality Award winners and a Shingo Prize recipient.

**WEDNESDAY, NOVEMBER 1**

## **21<sup>st</sup> Century Skills—Definition to Attainment**

*Melissa Bartlett, Director, Center for 21<sup>st</sup> Century Skills, North Carolina Business Committee for Education, Governor's Office*

In this interactive session, you will identify important skills needed in the 21<sup>st</sup> century and compare your views with survey results. Receive an overview of the national Partnership for 21<sup>st</sup> Century Skills, and see what these skills look like in a North Carolina high school. Ms. Bartlett is the recipient of many teaching awards, including the 2002-2003 North Carolina Teacher of the Year. She helps set education policy as an at-large member of the North Carolina State Board of Education.

## **Promoting Quality Ideas**

*John Meurling and Erica Shalhoup, Quality & Innovation Department, BB&T*

Learn how to develop ideas, present them to management, and get sign-off in this informative session. Mr. Meurling and Ms. Shalhoup will provide a roadmap for this process, based on implementing recommendations of Six Sigma process improvement projects.

**Check our website, [www.ies.ncsu.edu/nccfe](http://www.ies.ncsu.edu/nccfe) for frequent updates on additional keynote speakers and breakout session speakers and topics.**

# UT SESSIONS

**Custom design your conference learning experience—choose from more than a dozen sessions described below.**

## **Lean Tools for the Office—A Lean Office Overview with Live Simulation**

*Beau Keyte, Founder, Branson, Inc.*

Receive an overview of lean concepts as they relate to office and administrative processes, and apply those concepts in a simulated office environment so you can measure the improvement impact. Mr. Keyte's company is focused on applying lean strategies and techniques both on the shop floor and in the front office. He has consulted for Ford Motor Company and for other industries such as pharmaceutical, chemical, and distribution, successfully tying lean initiatives to the bottom line through application of lean cost management tools.

## **Building a Cult Brand**

*Michael Dougherty, Chairman and CEO, Kindermusik International*

Mr. Dougherty, Kindermusik CEO since 1996, will share his expertise on building brands and turnaround management. Kindermusik is a highly profitable, award-winning company that publishes music and movement curricula for parents and their children, ages newborn to seven years old. More than 5,000 licensed educators use the Kindermusik curricula in more than 35 countries, reaching 1 million families.

## **Retention in a World of Changing Workforce Demographics**

*Bill Colbourne, Sr. Vice President Human Resources and Administration, Blue Cross Blue Shield Association*

Find out about the impact of our aging workforce, including the changing mix of staff, and lower birth rate consequences. Learn what companies across all industries are doing about these issues, and see BCBS survey data and demographics. The BCBS Association includes 40 independent Blue Cross Blue Shield companies that provide coverage for more than 93 million people. He has extensive HR and administrative service expertise in healthcare, insurance, and financial services industries.

## **The Cleveland County Lean Council: How to Share Best Practices Within Your Community**

*Hal Glass, Lean Manufacturing Coordinator, Eaton Corporation; Steve Smith, Manager-Lean Enterprise, Curtiss Wright Controls; Pam Howze, Instructor and Program Coordinator, Industrial Management Technologies, Cleveland Community College; Brent Lindsey, Extension Specialist, NC State University Industrial Extension Service*

In this engaging panel discussion, learn how business leaders in Cleveland County, North Carolina are sharing best practices to help keep jobs in their community. Panel members will share how the Cleveland County Lean Council began and why it is important for local industries to share best practices. Take home valuable tips on the benefits of starting a "lean council" in your own community.

## **Getting the Right Things Done—A Leader's Guide to Planning and Execution**

*Pascal Dennis, Associate, Lean Productivity Systems*

Mr. Dennis will provide an overview of strategy development, Toyota's planning and execution system. This system helps focus and align activities around critical business needs to allow rapid

response to changing business conditions. A seasoned lean expert who developed his skills on the shop floor of the Toyota Motor Manufacturing Canada, Mr. Dennis has also worked with lean masters in Japan and North America.

## **Customer Call Service**

*Kenneth Eberhardt, Director MIS Telephony and Administrative Services, Carnival Cruise Lines*

Mr. Eberhardt will speak on their techniques for achieving excellent customer service at their customer call centers. Check our website for details.

## **TAKE ADVANTAGE OF THESE SPECIAL EVENTS!**

### **October 31**

- **NC Awards for Excellence and NC Shingo Prize Recognition Luncheon** 12:30–2:15 p.m.

Included in your conference registration, here's your chance to learn more about what it takes to be a world-class company. Join us as we honor the North Carolina organizations who in 2006 demonstrated exceptional performance practices as measured against the Malcolm Baldrige Criteria for Performance Excellence and the Shingo Prize for Excellence in Manufacturing Achievement Criteria.

### **November 1**

- **Town Hall Meeting with Recipients of NC Awards for Excellence and NC Shingo Prize** 7:30–8:45 a.m.

You will have an opportunity to meet and ask questions of the recipients of these prestigious awards to learn more about their continuous performance improvement initiatives.

- **North Carolina Economic Development Luncheon** 11:45 a.m.–1:15 p.m.

Included in your conference registration, this panel discussion over lunch will update you on the latest strategies for economic development in three key regions across our state. Hear from Winston Kelley, the new Chair of the Charlotte NASCAR Hall of Fame, Jimmy Yokely from the NC State Port Mega Port project, and Penny Whiteheart, Executive VP of Piedmont Triad Partnership and Wired Project Strategist.

- **Learning Events** 4:00–5:00 p.m.

Learn about Visual Six Sigma, an emerging approach which augments statistical approaches used by Six Sigma analysts. Receive tips and tricks for using SAS JMP software to simplify this new approach.

**Check for other learning sessions online at [www.ies.ncsu.edu/nccfe](http://www.ies.ncsu.edu/nccfe).**

# POST-CONFERENCE WORKSHOPS

*Additional registration required*

## **The Complete Lean Enterprise—Value Stream Mapping for Administrative and Office Processes**

**November 2, 8:00 a.m.–4:00 p.m. - \$745**

*Beau Keyte is Founder, Branson, Inc., a management consulting company. He is also a lean manufacturing curriculum faculty member with Lean Enterprise Institute and Ford Motor Company.*

A lean enterprise drives non-value-added waste out of the system by improving the flow of materials and information. Mr. Keyte's workshop will teach you how to apply lean thinking to all processes, focusing on non-production areas. By redesigning key business processes, you realize tremendous benefits for your organization. In this workshop, you'll review the eight basic wastes as applied to non-production areas using value stream mapping, the assessment and planning tool of lean practitioners. Learn to use this tool to define the current state of an existing business process, to redesign the process based on lean concepts and to develop an implementation plan for the future state model.

## **Getting the Right Things Done—A Leader's Guide to Planning and Execution**

**November 2–3, 8:00 a.m.–4:00 p.m. - \$1,395**

*Pascal Dennis, Associate, Lean Productivity Systems, author of Lean Production Simplified, formerly with Toyota Motor Manufacturing Canada*

Mr. Dennis has more than 20 years of experience in manufacturing, public service and consulting engineering, and is the recipient of the OSH Award of Excellence for Professional Achievement. Under his leadership, Toyota Motor Manufacturing Canada received the JD Power Gold Medal for quality. In this workshop, you will delve deeply in strategy deployment, Toyota's planning and execution system. Strategy deployment helps focus and align activities around the critical few business needs, and allows you to respond quickly to changing business conditions. It is a guidance and delivery system, guiding the powerful lean tools to your biggest problems, and helping you to sustain your gains through robust checking and problem solving.

## **Ideas are Free: How the Idea Revolution is Liberating People and Transforming Organizations**

**November 2, 8:00 a.m.–4:00 p.m. - \$695**

*Dr. Dean M. Schroeder, Director of Graduate Studies in Management, Valparaiso University*

Dr. Schroeder's book, *Ideas are Free: How the Idea Revolution is Liberating People and Transforming Organizations*, (co-authored with Alan Robinson), is recognized as one of the thirty top business books of the year. During this workshop, this Malcolm Baldrige National Quality Award Examiner will identify the secrets of companies that use employee ideas to develop sustainable competitive advantages. He will share key lessons learned from extensive research that preceded his book, and detail the principles of excellence in idea management.

**The following volunteers gave generously of their time to help create this conference. Thank you!**

### **Executive Committee**

**Tim Chappell**  
President and CEO  
Chappell Consulting Group

**James A. Daggerhart**  
Director NCMEP  
Industrial Extension Service  
NC State University

**Susan R. McLean, MSR RN**  
President and CEO  
SRM Healthcare Solutions

**Margaret G. O'Brien**  
Director Extension Services  
Industrial Extension Service  
NC State University

**Deborah Porto**  
Director Applied Research  
Industrial Extension Service  
NC State University

**Cliff L. Seastrunk**  
Six Sigma Lead Instructor  
College of Textiles  
NC State University

### **Program Committee**

**Sandra Barritt**  
CEO  
FacFind, Inc.

**Terry Holliday, Ph.D.**  
Superintendent  
Iredell-Statesville Schools

**Roy H. Johnson, Ph.D.**  
Director Six Sigma  
College of Textiles  
NC State University

**Donna H. Mooney, RN, MBA**  
Manager Discipline Proceedings  
North Carolina Board of Nursing

**Jeff Nagele**  
Manager Information Systems  
Clariant Corporation

**J.L. Nichols, III**  
Chairman and President  
Nichols Foodservice, Inc.

**Katy H. Pugh, RN, MBA, CPHQ**  
President  
Hanna and Associates, Inc.

**Jim Ray**  
President  
Neuse River Network, Inc.

**Clement V. Schrader**  
Vice President Sales  
The Hipage Company

**Erica Shalhoup**  
Assistant Vice President  
Quality Consultant  
BB&T

**Check our website, [www.ies.ncsu.edu/nccfe](http://www.ies.ncsu.edu/nccfe) for frequent updates on additional keynote speakers and breakout session speakers and topics.**



## FOUR WAYS TO REGISTER

### ON-LINE:

[www.ies.ncsu.edu/nccfe](http://www.ies.ncsu.edu/nccfe)

**CALL: 919.515.2261**

**FAX:** Registration form with Purchase Order # or credit card information to **919.515.7614**

### MAIL:

Payment and registration form to:  
**Registration Coordinator**  
NC State University  
Office of Professional  
Development  
Box 7401  
Raleigh, NC 27695-7401

## A GREAT VALUE!

The cost for this two-day conference is only \$595 per person. Multiple people registering from the same company receive a special rate of \$525 per person.

### ACCOMMODATIONS

Grandover Resort & Conference Center  
One Thousand Club Road  
Greensboro, NC 27407  
800.472.6301

### ROOM RATES:

The special discount rates below apply to conference registrants, call **800.472.6301** and tell them you are a participant in the conference.

King-\$179 per night  
Double Queen-\$189 per night  
Junior Suite-\$219 per night  
*To receive these rates you must make your reservation before September 29.*

### If you are a person with a disability...

and desire any assistive devices, services or other accommodations to participate in this conference, please contact the Office of Professional Development during business hours (8 a.m. – 5 p.m. EST) at least two weeks prior to the conference by e-mail, [ContinuingEducation@ncsu.edu](mailto:ContinuingEducation@ncsu.edu) or by phone, **919.515.2261**.

### If you have special dietary needs...

please notify the Office of Professional Development 72 hours in advance of the program date by e-mail, [ContinuingEducation@ncsu.edu](mailto:ContinuingEducation@ncsu.edu) or by phone, **919.515.2261**.

### EXHIBITOR REGISTRATION

Take advantage of this opportunity to let people know more about your company. Please contact Margaret O'Brien at **919.515.3940** or by e-mail at [margaret\\_obrien@ncsu.edu](mailto:margaret_obrien@ncsu.edu) for more information.

## REGISTRATION FORM

PROGRAM CODE: EICONFX07

### NC Conference for Excellence • October 31–November 1, 2006

- ☐ **\$595 for single registrations**
- ☐ **\$525 per person for more than one person from same company**
- ☐ **Dell tour, free to confirmed registrants, maximum 25 participants, register now!** DELLTOUR

### Optional Post-conference Workshops

- ☐ The Complete Lean Enterprise - COMPLEAN \$745  
Value Stream Mapping for Administrative and Office Processes
- ☐ Getting the Right Things Done—A Leader's Guide \$1,395  
to Planning & Execution - LEADGUIDE
- ☐ Ideas are Free: How the Idea Revolution is Liberating People \$695  
and Transforming Organizations - IDEASFREE

Your  
Priority Code **CE**

To help us serve you better, please enter the code from your mailing label. Enter this code even if label is addressed to someone else. Thank You!

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_ Date of Birth\* \_\_\_\_\_

Title \_\_\_\_\_ E-Mail \_\_\_\_\_

Firm/Organization \_\_\_\_\_ Work Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

Name & Title of Person Approving Your Attendance \_\_\_\_\_

### Please photocopy form for multiple registrants.

\* In lieu of SSN, your date of birth is required as a personal identifier for internal record keeping by this university.

The full registration fee or an organization purchase order number is due at the time of registration.

### METHOD OF PAYMENT:

Payer: ☐ Company ☐ Self

Please Check One:

☐ IDT (NC State University employees only.)

OUC # \_\_\_\_\_

Project (FAS) # \_\_\_\_\_

☐ Purchase Order # \_\_\_\_\_

☐ Check(s) Enclosed (payable to NC State University)

Please write name(s) of participant(s) on face of check(s).

☐ Visa ☐ MasterCard ☐ Amer. Express

Corporate Card? ☐ Yes ☐ No

Account # \_\_\_\_\_

Exp. Date \_\_\_\_\_

Total Amount \$ \_\_\_\_\_

Cardholder's Signature (required) (seal) \_\_\_\_\_

Cardholder's Name (please print) \_\_\_\_\_

# YOUR ROLE IN BATTLING FOR TOMORROW'S BUSINESS **NORTH CAROLINA CONFERENCE FOR EXCELLENCE**

- Listen to world-class companies such as Disney, Carnival Cruise Lines, and Bronson Methodist Hospital as they enlighten you on how to win new business
- Meet and network with NC Awards for Excellence (state Baldrige recipients) and NC Shingo Prize recipients (lean manufacturing processes)
- Attend nuts and bolts, hands-on small group breakout sessions on many different topics in various industries
- Connect with business leaders during frequent networking breaks

OCTOBER 31 – NOVEMBER 1, 2006

GRANDOVER RESORT AND  
CONFERENCE CENTER

GREENSBORO, NC



**Don't miss three critical Post-conference  
Workshops...see inside!**

**NC STATE UNIVERSITY**

Office of Professional Development  
Box 7401  
Raleigh, NC 27695-7401

**Attention Mail Room  
Personnel. Please reroute  
if necessary**

If you receive more than one brochure, please pass the extra along to an associate. If addressee is no longer employed, please forward to his/her replacement. Call 919.515.2261 to update your record.

Non Profit Organization  
U.S. Postage  
**PAID**  
North Carolina State University